

LINDA LINGLE
GOVERNOR



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July 12, 2007

MEMORANDUM:

TO: Serafin "Jun" Colmenares
Office of Language Access

FROM: Lisa M. Ginoza *Lisa*
First Deputy Attorney General

SUBJECT: Language Access Plan

Please find attached the Department of Attorney General's revised Language Access Plan.

DEPARTMENT OF ATTORNEY GENERAL

LANGUAGE ACCESS PLAN

I. INTRODUCTION.

Pursuant to Act 290, 2006 Session Laws of Hawaii, the Department of Attorney General submits its Language Access Plan to the Office of Language Access.

II. THE PLAN.

In order to attempt to address communication barriers of limited English speaking individuals so that they may have meaningful access to programs and services provided by the Department of Attorney General, the Department will conduct a survey within the Department as to which programs have the most frequent contacts with limited English speaking individuals. In conjunction with this survey, the Department will identify personnel within the Department who have foreign language capabilities in order to create a data base list of multi-lingual Department employees. Each division within the Department will be provided with the multi-lingual list for reference. Divisions within the Department that have specialized documents that require translated versions or that require specialized protocols shall develop supplemental plans that fit their particular circumstances. (See attached supplemental plans.) A copy of our Department survey is attached.

To the extent that the Department requires additional personnel to provide language services to our limited English proficient customers based on the determination set forth in section 371-33, Hawaii Revised Statutes, the Department shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions.

III. THE PROCEDURE.

A. Telephone Communication.

The initial step is to attempt to identify what foreign language is being spoken by the caller.

B. In-Person Communication.

It will be the responsibility of the Department's reception office to determine whether a foreign language translator is necessary or not.

C. Situations Where No Interpreters Are Available.

In situations where no internal language interpreters are available and it has been determined that the purpose of the contact with the Department is legitimate, the Department's Language Access Coordinator shall be contacted to determine if it is appropriate to retain a private language interpreter. The Language Access Coordinator may retain private service providers and follow applicable procurement provisions under Hawaii Revised Statutes chapter 103D. (See attached for example of language interpreter services that may be available.)

IV. DESIGNATION OF LANGUAGE ACCESS COORDINATOR.

The Administrative Services Officer, or his/her designee, shall be the Language Access Coordinator for the Department. The coordinator shall be responsible for implementing the Department's plan, conducting the appropriate surveys for the plan, producing the necessary internal documents that outline the program and procedures for the plan, developing training materials and sessions for the plan, and evaluating, reviewing and modifying the plan as may be required.

V. SEEKING STAKEHOLDERS' INPUT.

The coordinator shall seek stakeholders' input through interviews, meetings, or surveys, as may be appropriate, and shall prepare a report to the Attorney General along with recommendations for modification of the Plan as may be reasonable under the circumstances.

VI. TRAINING.

The Department shall conduct training to ensure its employees are cognizant of the Department's Language Access Plan and when and how to take reasonable steps, pursuant to the Language Access Plan, to ensure meaningful access to services, programs, and activities by limited English proficient persons as specified in section 371-33, Hawaii Revised Statutes.

VII. CONCLUSION.

This plan shall take effect upon its submission to the Office of Language Access and shall be reviewed, revised if deemed necessary, and resubmitted to the Office of Language Access every two years thereafter.

A handwritten signature in black ink, appearing to read 'Mark J. Bennett', with a long horizontal stroke extending to the right.

MARK J. BENNETT
Attorney General of Hawaii

**DEPARTMENT OF THE ATTORNEY GENERAL
LANGUAGE ACCESS SURVEY**

This survey is being done to assess where there may be a need in the Department to address language access for limited English proficient persons. As provided under Act 290, 2006 Session Laws of the State of Hawaii, each state agency is to take reasonable steps to ensure meaningful access to services, programs and activities by limited English proficient persons.

Please review the survey below. Fill it out and return only if:

(1) Your answer to Question 1 is "yes"; or

(2) You speak a non-English language and are willing to fill out Question 7.

Return survey to David Moore, Administrative Services Officer, who also serves as the Department's Language Access Coordinator.

Questions

Question 1: Does your work involve interaction with the public to provide services, programs or activities to the public?

Yes ____ No ____

If you answered "no", skip Questions 2-6 and go to Question 7.

Question 2: Identify the Division in which you work: _____

Question 3: If you answered "yes" to Question 1, what type of public services, programs or activities does your work involve?

Question 4: If you answered "yes" to Question 1, on average how often during the course of a month do you encounter a member of the public who, on account of national origin, does not speak English as their primary language and who identifies themselves as having a limited ability to read, write, speak, or understand the English language?

Please check one: Never or rarely ____
 1 to 3 times per month ____
 More than 3 times/month ____
 Other ____

Explain: _____

Question 5: If you answered “yes” to Question 1 and you encounter limited English proficient persons as part of your work, please list the types of languages you are encountering:

Question 6: If you answered “yes” to Question 1 and you encounter limited English proficient persons in your work, are there vital documents used by the Department that would allow such persons better access to services, programs or activities if a written translation were provided to the public?

Yes ____ No ____

If you answered “yes”, please list the documents that should be considered for translation:

Question 7: Do you speak a non-English language? If so, and you are willing to provide language assistance when needed by the Department, please provide your name, division, phone number, and the languages that you speak. We anticipate creating a Department directory in the event language assistance is needed.

Name : _____

Division : _____

Phone : _____

Languages : _____

LANGUAGE INTERPRETERS/TRANSLATORS AVAILABLE
FOR LEGAL SETTINGS

Call the Bilingual Access Line at 526-9724

Languages

Interpreters for the following languages are employees of the Bilingual Access Line(BAL), a program of HELPING HANDS HAWAII, a nonprofit organization.

CHINESE(CANTONESE,MANDARIN)

FILIPINO(ILOKANO,TAGALOG,VISAYAN)

JAPANESE Junji Ono # 366-0860

KOREAN

LAOTIAN

FRENCH

PORTUGUESE

SAMOAN

SPANISH

THAI

TONGAN

VIETNAMESE

INTERPRETER BACKGROUND:

The interpreters/translators have received training in the professional code of ethics, legal terminology and legal procedures. Each interpreter has extensive experience in legal settings. Each interpreter has successfully completed written and verbal examinations on interpretation skills.

HOW TO ARRANGE FOR AN INTERPRETER:

1. Call 526-9724
2. State your name, phone number, firm name, fax number
3. Indicate the date and time an interpreter is needed
4. Indicate the language needed

The Bilingual Access Line will have the interpreter call you as soon as possible to confirm that your request has been filled.

FEES:

Interpretation will be provided at the rate of \$80.00 per hour payable to HELPING HANDS HAWAII. There shall be a minimum charge of one (1) hour IN PERSON or 15 minutes BY PHONE.

CANCELLATION POLICY:

The minimum charge shall be incurred if cancellation notice is given less than 24 hours prior to the appointment time.

WRITTEN TRANSLATION OF LEGAL DOCUMENTS:

Written translation is available for each language. Fees for written translation are based on the number of words in the original document as follows: \$330 per 1000 words (English alphabet languages); \$412 per 1000 words(non-English alphabet languages). There shall be a minimum charge of \$50.00 for any document of less than 150 words in length.

All translations shall be notarized by the Bilingual Access Line with the following statement: "We certify that the Bilingual Access Line translator translated this document to the best of his/her ability and the content reflects the content of the original."

HAWAII CRIMINAL JUSTICE DATA CENTER
LANGUAGE ACCESS PLAN
July, 2007

Introduction

The Language Access Plan for the Hawaii Criminal Justice Data Center (HCJDC), Department of Attorney General, is developed as required by Act 290, SLH 2006. The purpose of this plan is to broaden communication and language translation resource materials to assist HCJDC when dealing with its customers who require these services as it relates to the Hawaii State Identification (SID) program, criminal history record checks, expungements and sex offender registration. The sections below detail the strategies that are employed to improve language access to HCJDC and its services.

Determination of Need

Determination of need was obtained through discussions with the appropriate staff who deal directly with the general public whether in person or on the telephone. The languages that were identified as those most used by customers of the Civil ID and Criminal History Record Checks (CHRC) sections includes all the Filipino dialects, Japanese, Chinese dialects of Cantonese and Mandarin, and Korean.

Identification of Existing Staff Language Resources

Filipino:	Letecia Ancog	CVID	587-3112
Japanese:	Letecia Ancog	CVID	587-3112
	Patricia Lee	USS	587-3100
Cantonese:	Pauline Sheng	IS	587-3100
	Xiaorong (Hellen) Wu	IS	587-3100
Mandarin:	Pauline Sheng	IS	587-3100
	Xiaorong (Hellen) Wu	IS	587-3100
Spanish	Vince Nelson	CRID	587-3100
French (limited)	Virtta Hite	CVID	587-3112
Korean	Receptionist/Secretary of the Korean Consulate General*		595-6109

**Non-staff*

While it has been our experience that applicants who speak limited or no English will often be accompanied by someone who can translate for them, we have also, when required, contacted the University of Hawaii Language School for assistance or called the Bi-lingual Access Line. For applicants who are deaf or mute, we have used written communication to assist. Efforts will be made to coordinate with other Department resources to provide the broadest service possible.

To the extent that HCJDC requires additional personnel to provide language services to our limited English proficient customers based on the determination set forth in section 371-33, Hawaii Revised Statutes, HCJDC shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions.

Translation of Program Information

In addition to providing language translation assistance by staff, program materials will be identified and translated into the most prevalent languages. Program materials that will be explored are brochures and the rights and responsibilities agreement.

In addition to the above, posters will be explored which state "I need language translation services". The poster is proposed to list this statement in the predominant languages of our clientele. This way, if a client walks in the office and requires language translation service, they can simply point to the properly translated statement so that staff now what language service is needed.

Arranging for Interpreter Services

The last element of the Language Access Plan is to provide for private interpreter services if no internal interpreters are available. This service will be coordinated with the Department's Language Access Coordinator according to the procedures established by the Department.

These services are readily available in Honolulu through the Pacific Gateway agency, the Bi-lingual Access Line, or other resource agencies as they become available.

For this service, an attempt will be made to set an appointment that is convenient for the client and provides adequate lead time to have an interpreter available. In short notice situations, an attempt will be made to have services available by telephone.

Training

HCJDC shall conduct training to ensure its employees are cognizant of the HCJDC's Language Access Plan and when and how to take reasonable steps, pursuant to the Language Access Plan, to ensure meaningful access to services, programs, and activities by limited English proficient persons as specified in section 371-33, Hawaii Revised Statutes.

Summary

In summary, the combination of these language access services is believed to provide proper access to HCJDC services.

This plan shall take effect upon its submission to the Office of Language Access and shall be reviewed, revised if necessary, and resubmitted to the Office of Language Access every two years thereafter.

CHILD SUPPORT ENFORCEMENT AGENCY
LANGUAGE ACCESS PLAN

Introduction

This is the Language Access Plan for the Child Support Enforcement Agency (CSEA), Department of Attorney General (Department), required by Act 290 passed during the 2006 legislative session by the State Legislature. This plan is designed to facilitate communication between the CSEA and its customers and to provide better service.

The purpose of this plan is to broaden communication and language translation resource materials to assist the agency and our clientele in addressing child support related issues. The sections below detail the strategies that will be employed to improve language access to CSEA and its services.

Determination of Need

The first stage of the plan will be to review the caseload of CSEA to determine the most common languages of our clientele. Once this fact is known then resources can be identified or acquired to address the language needs of our clients.

The CSEA database does not have an indicator of limited English speaking on the part of a custodial or non-custodial parent. Therefore, staff will be surveyed to determine the language barrier cases that they have encountered. This depiction will produce a list of current known language access issues.

Identification of Existing Staff Language Resources

The first step to be taken in identifying resources will be to survey staff throughout the Division, to determine if workers are able to speak languages other than English, so that they can be a resource to provide translation services during the business day. There are over 200 staff members in CSEA.

Once the existing staff resource has been identified, a listing of all staff, by office location, will be compiled and distributed to staff within the division. This listing will show languages, other than English that are spoken, and provide the phone number of each resource person in the event that their language translation services are required.

Efforts will be made to coordinate the language resources with other Department resources, to provide the broadest service possible. In the event that a client requires language translation services other than what can be provided internally,

other resources will be made available.

When resources are required during the business day, staff will be asked to provide either in-person or by telephone translation services. This method of providing language access will be most efficient, especially for clients that walk-in for service on each of the islands.

To the extent that CSEA requires additional personnel to provide language services to our limited English proficient customers based on the determination set forth in section 371-33, Hawaii Revised Statutes, CSEA shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions.

Translation of Program Information

In addition to providing language translation assistance by staff, program materials will be identified and translated into the most prevalent languages. Program materials that will be explored are brochures and the rights and responsibilities agreement.

In addition to the above, posters will be explored which state "I need language translation services". The poster is proposed to list this statement in the predominant languages of our clientele. This way, if a client walks in the office and requires language translation service, they can simply point to the properly translated statement so that staff now what language service is needed.

Arranging for Interpreter Services

The last element of the Language Access Plan is to provide for on-site or by telephone interpreter services. These services are readily available in Honolulu through the Pacific Gateway agency, the Bi-lingual Access Line, or other resource agencies as they become available.

For this service, an attempt will be made to set an appointment that is convenient for the client and provides adequate lead time to have an interpreter available. In short notice situations, an attempt will be made to have services available by telephone.

Training

CSEA shall conduct training to ensure its employees are cognizant of CSEA's Language Access Plan and when and how to take reasonable steps, pursuant to the Language Access Plan, to ensure

meaningful access to services, programs, and activities by limited English proficient persons as specified in section 371-33, Hawaii Revised Statutes.

Implementation Time Frame

It is the intent of the Division to implement this plan over the FY 2008 Fiscal Year. The first step will be to document languages spoken by clients and staff and to make that information available by September of 2007. The next step will be to arrange for interpreter services. This will be done no later than November 2007. The final step will be to translate certain program materials. This will be done by May of 2008.

Summary

In summary, the combination of these language access services are believed to provide proper access to Child Support Enforcement Services once implemented.

This plan shall take effect upon its submission to the Office of Language Access and shall be reviewed, revised if deemed necessary, and resubmitted to the Office of Language Access every two years thereafter.